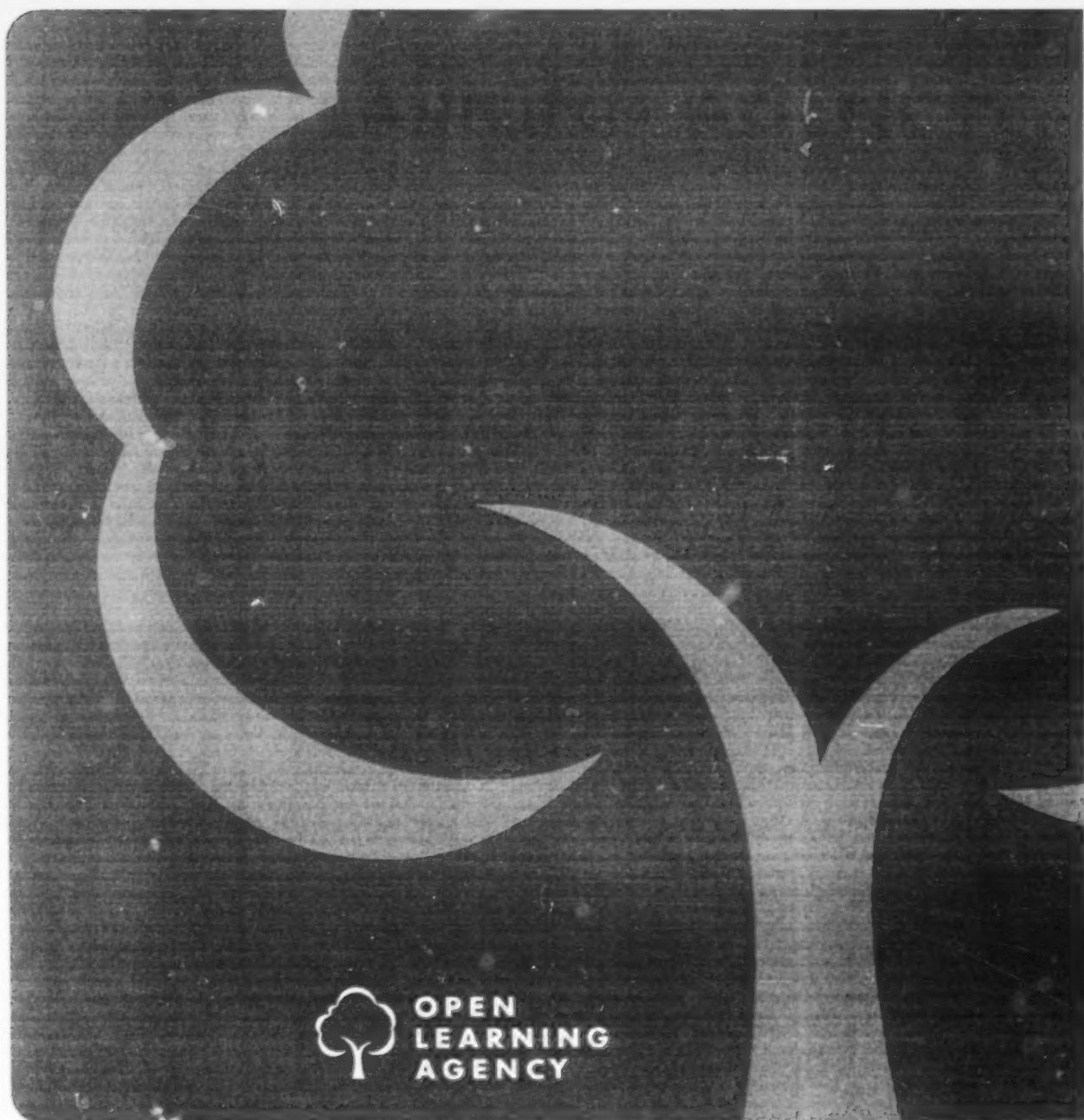


OPEN LEARNING AGENCY

2002 Annual Report



**OPEN
LEARNING
AGENCY**

OPEN LEARNING AGENCY'S MISSION

To enhance the personal growth of individuals and their performance in society and in the workplace through the provision of high-quality, flexible learning products, services, and systems.

EDUCATION — THE OPEN LEARNING WAY



There are many different types of learners — all with unique educational goals. The Open Learning Agency (OLA) is an established and diverse organization created by the government of British Columbia to increase access to education for all British Columbians. Combining the power and provincial reach of BC's educational broadcaster, the academic credibility of the British Columbia Open University, and the accessibility of community-based OLA Skills Centres, OLA touches the lives of many. Learners from preschool children to new immigrants to the unemployed to senior citizens get what they need from the Open Learning Agency. In 2001–2002, the demand for our services continued to grow:

- OLA helped many adult learners **complete high school** through our Adult Basic Education programs.
- Others **completed specialized college programs** in Health and Human Services, Business and Management, or Information Technology.
- Many more **enrolled in university courses** and **completed degree programs** in Arts and Science, Business and Management, General Studies, Health and Human Services, and Information Technology.
- Over **one million viewers** watched our non-commercial educational programming each week on the Knowledge Network.



In every community in British Columbia, OLA helped someone achieve their personal educational goals, within their own life context. That is what OLA does best — looks beyond traditional methods of delivering education to provide flexible, accessible, and individual solutions. In a world that is changing rapidly, education is more important than ever before. The Open Learning Agency is the leader in flexible, accessible and innovative educational opportunities. It's what we've been doing well for over twenty-four years.



"The whole purpose of education is to turn mirrors into windows."

~ Sydney J. Harris, Author and Journalist

Open Learning Agency is —
British Columbia Open University and Open College | Open School | Knowledge Network
Canadian Learning Bank | International Credential Evaluation Service | OLA Skills Centres



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A MESSAGE FROM THE PRESIDENT

Whether you've known about us since 1978, or whether you're just meeting us, the Open Learning Agency (OLA) has a proud tradition of being non-traditional.

OLA is present in communities across the province through Knowledge Network's public, non-commercial broadcasting; through our distance courses and programs at K-12, college, and university levels; through our community-based OLA Skills Centres; and through our ability to help BC immigrants gain recognition for their international education and professional training.

At OLA, we remain committed to providing every British Columbian with open and accessible learning options.

We're proud of our history and the unique role that we play in this new era of learning.

- Terry Eber
Interim President and CEO

WHAT WE DELIVERED 2001 - 2002

BRITISH COLUMBIA OPEN UNIVERSITY AND OPEN COLLEGE

Students	15,990
Graduates	841
Course enrolments	31,165
Full-time equivalents (FTEs)	3,270
Base funded	2,779
Non-base funded	491
Assessments of courses for transfer to OC and BCOU programs	16,610
Full-time equivalents (FTEs)	3,642

OLA SKILLS CENTRES

Students	5,079
Full-time equivalents (FTEs)	180.9
Job placements	4,138

CANADIAN LEARNING BANK

International Credential Evaluation Service (ICES)	
Evaluations of international credentials	4,438
Full-time equivalents (FTEs)	8,327
Second language challenge exams	
Number of exams administered	1,506
Full-time equivalents (FTEs)	223

OPEN SCHOOL

K-12 enrolments supported by Open School courses	58,900
Full-time equivalents (FTEs)	8,414

KNOWLEDGE NETWORK

Viewership (BBM Bureau of Measurement, Fall 2001)	1,020,000
Partners in Knowledge	25,868

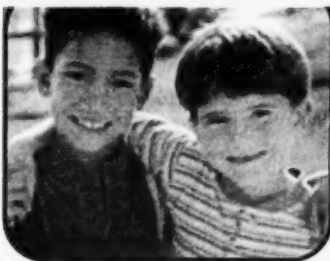
OUR CLIENTS SAY

"Going back to school through BCOU kept me alive in my children's eyes and brought me into the modern world by changing my way of thinking and, really, changing everything in my life."

~ Andrea Soucy, graduate Bachelor of Psychology



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MEETING THE EDUCATIONAL NEEDS OF BRITISH COLUMBIANS — IN DIFFERENT AND INNOVATIVE WAYS



More students than ever enrolled in college and university courses through OLA in 2002, with record student enrolment at the British Columbia Open University and Open College. Enrolment has been growing steadily for the last three years, but 2002 was a record year with an **overall increase of 11% in student enrolments**. Demand for our Arts and Science courses was especially high, with a 21% increase in student enrolment. Demand also continued to grow in our Health and Human Services programs (19% increase) and in our Business and Management Studies programs (15%).



Continuing its efforts to promote open and distance learning and to increase access to education for all British Columbians, OLA **launched an innovative Internet gateway, Learn BC**, in October 2001. A one-stop site for adult learners looking for information on distance and open learning, Learn BC provides links to distance education and open learning programs and services at all BC colleges and universities.



New British Columbians and those with international educational credentials face many barriers when seeking employment or further education in BC. OLA's International Credential Evaluation Service (ICES) was established to help people with international education credentials **receive the formal recognition they need** to pursue their career and educational goals in Canada. ICES has been a huge success, continuing to experience record growth in 2001-2002. Last year alone, close to 6,000 clients were served by ICES, and more than 4,400 evaluations of previous learning were completed, helping immigrants and other



foreign-trained British Columbians to achieve their career and educational goals.

OLA continued to expand its network of services for unemployed workers and workers in transition throughout British Columbia. Funded by Human Resources Development Canada, OLA opened its newest Employment Access Centre in Vancouver in September 2001. Since opening, the centre has supported more than 13,000 visits from Vancouver residents and has **more than 4,000 registered clients**. As Manager Doug Campbell says, "Our growing list of clients is a clear indication that we're meeting a very real need in Vancouver." OLA operates Employment Access and Skills Centres in twelve communities throughout British Columbia.

Knowledge Network enjoyed another banner year, with **more than one million weekly viewers province-wide** and over 25,000 British Columbians contributing to educational broadcasting in BC by becoming a Partner in Knowledge. On September 9, 2001, more than 23,000 people enjoyed Knowledge Network's fourth Family Day celebration and a behind-the-scenes look at BC's public educational broadcaster. This free, all-day event featured activities for kids of all ages, including live performances by Knowledge Network's children's characters, studio tours, storytelling, and entertainment by local performers.

Moving forward, the Open Learning Agency will continue its growth trend while looking for opportunities to meet the educational needs of British Columbians — often in new and innovative ways.

"I love the variety Knowledge Network offers — BC/Canadian-relevant programs, dramas, classics, and other educational programs. You have every reason to be proud of yourselves. I say hats off to you and wish you continued success in the decades to come!"

~ D. Grainger, Partner in Knowledge

"My evaluation report has been successfully accepted by my educational institution. Thanks to the Open Learning Agency, I am now doing what I always wanted."

~ ICES Client

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DONORS

Financial support from a variety of sources is vital to the production and acquisition of quality programming on Knowledge Network. The following private sector, government, community, and individual partners have helped make many Knowledge Network productions possible.

Corporate

Adobe Systems Inc. • Alcan Smelters and Chemicals Ltd. • Apple Canada Inc. • Avcorp Industries Inc. • BC Dairy Foundation • BC Gas • BC Hydro • BC Parent News Magazine • Bell Canada • British Columbia Teachers' Federation • CKNW • CKWX News 1130 • Claris Canada Inc. • Creative Labs Inc. • Detroit Diesel-Allison British Columbia • Detroit Diesel Corporation • Endo B • Hewlett Packard • IBM • Iomega • Kobelt Manufacturing Co. Ltd. • The Magnolia Hotel & Spa • MGI Software Corporation • Microsoft • MTU Friedrichshafen • Open Learning Agency • Opus Framing and Art Supplies • Pacific Yachting & Pan Pacific Hotel • Placer Dome • Simon Fraser University • Symantec Corporation • Sympatico • Teck Cominco Ltd. • Telus Advanced Communication • 3Com • University of British Columbia • University of Northern BC • University of Victoria • The Vancouver Sun

Government

BC Housing Management Commission • BC Ministry of Advanced Education • BC Ministry of Children and Family Development • BC Ministry of Community, Aboriginal and Women's Services • BC Ministry of Competition, Science and Enterprise • BC Ministry of Education • BC Ministry of Finance • BC Ministry of Forests • BC Ministry of Water, Land and Air Protection • BC Transportation Financing Authority • Canadian Rural Partnership • Contract Training and Marketing Society • Environment Canada • Forest Renewal BC • Health Canada • Human Resources Development Canada • Indian and Northern Affairs Canada • Industry Canada • Industry, Training and Apprenticeship Commission • Natural Sciences and Engineering Research Council of Canada • Office of Health Promotion, Community Health Division, Ministry of Health Services • Public Works and Government Services Canada Pacific Region • Rapid Transit Project 2000 • Western Economic Diversification Canada • Workers' Compensation Board • Yukon Territorial Government

Community

British Columbia Arts Council • BC Lung Association • Nelson International Street Performers • Okanagan Wine Festival Society • Osteoporosis Society of Canada • Science Council of British Columbia • The Simons Foundation • Vancouver Aquarium Marine Science Centre • Vancouver Art Gallery • Vancouver Foundation • Vancouver Maritime Museum • Vancouver Symphony • Victoria Symphony

Partners in Knowledge

More than 25,000 Knowledge Network viewers made financial contributions over the past twelve months. While space does not permit every Partner's name to be listed here, donations of all amounts help expand and improve programming.

Benefactors (\$2,500+)

Anonymous (2)

Patrons (\$1,000+)

Anonymous (4) • Mr. and Mrs. Robert M. Bateman • Drs. G. and M. Carlson • Christopher Investments • Bob and Cathy Crockett • Mr. Rudolf W. Kaul • Dr. Cortlandt J.G. Mackenzie • Mr. and Mrs. Don South • Vancouver Foundation

Producers (\$750+)

Anonymous • Mr. Albert A. Brown • Ms. M. Raye McAllister • Ms. Mary E. Purkis



STATEMENT OF REVENUE, EXPENDITURE, AND CHANGES IN UNRESTRICTED NET ASSETS

Year Ended March 31	2002	2001
Revenue		
Province of British Columbia		
Operating grants	20,087,519	19,208,073
Specified grants and contracts	10,243,717	10,962,327
Government of Canada contracts	7,448,142	5,553,902
Other grants and contracts	757,617	1,135,621
Tuition and related fees	7,673,685	7,787,901
Sales	9,543,430	9,093,946
Donations and sponsorships	1,981,801	2,083,065
User fees and rentals	759,062	889,923
Interest	181,842	312,698
Miscellaneous	683,405	1,334,006
Amortization of deferred contributions	2,579,078	3,563,557
Total revenue	62,039,298	61,924,919
Less: transfer in deferred contributions	(1,233,925)	(2,213,853)
Revenue, net	60,805,373	59,711,066
Expenditure		
Salaries, honoraria, and benefits	32,491,325	29,802,253
Travel	847,357	1,188,843
Communications	749,707	798,525
Purchased services	9,475,346	10,586,321
Materials, supplies, and postage	7,464,168	5,977,351
Facilities rental and maintenance	2,462,866	2,322,258
Equipment rental, financing, and maintenance	1,390,159	1,481,363
Satellite transmission services	370,547	404,584
Program and course acquisitions	1,374,331	1,536,333
Other, net of recoveries	1,746,301	2,126,505
Amortization of capital assets	2,679,078	3,620,025
Total expenditure	61,050,985	59,781,361
Deficiency of revenue over expenditure	(245,822)	(70,295)
Unrestricted net assets, beginning of year	585,193	655,488
Unrestricted net assets, end of year	339,581	585,193

The full financial statements have been audited by Grant Thornton LLP, Chartered Accountants and are available upon request from the Open Learning Agency.

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OPEN LEARNING AGENCY IS...

British Columbia Open University

Tel: 604.431.3300

Toll-free in Canada: 1.800.663.9711

Email: student@bcou.ca

www.bcou.ca

Open School

Tel: 250.953.7400

Toll-free in British Columbia: 1.888.883.4766

Email: info@openschool.bc.ca

www.openschool.bc.ca

OLA Skills Centres

Burnaby: 604.660.8450

Kelowna: 250.868.2446

Prince George: 250.565.4428

www.ola.ca/skcentres/

Knowledge Network

Tel: 604.431.3222

Toll-free in Canada: 1.877.456.6988

www.knowledgenetwork.ca

Canadian Learning Bank —

International Credential Evaluation Service

Tel: 604.431.3402

Toll-free in British Columbia: 1.800.663.1663 (local 3402)

Email: icesinfo@ola.ca

www.ola.ca/ices

Credit Review Service

Tel: 604.431.3433

Email: credit@ola.ca

www.ola.ca/credit

Contact Information:

Open Learning Agency

4355 Mathissi Place

Burnaby, British Columbia

Canada V5G 4S8

Tel: 604.431.3000

Toll-free in Canada: 1.800.663.1663

Email: info@ola.ca

www.ola.ca



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